



## TOP 10 INTERVIEW TIPS!

### PREPARE

Read through CV and prepare questions

How does candidate compare to what you're looking for?

Is the environment right for the interview?

Panel interview - discuss who does what

### INTERVIEW

Put the Candidate at ease

Explain format of interview, length etc.

Do they know anything about your Company?

If not explain history/structure and how the position arose  
(be careful not to give too much information about the role)

Ask the candidate about them, talk through their CV

Points to remember

Keep control of the interview

Ask open/closed questions

Listen (don't fill the silences)

Probe (Can you explain, tell me about etc)

Discuss the vacancy with them and suitability  
(See list of interview questions)

Ask Candidate if they have any questions (be prepared!)

### CLOSE

Are they still interested in the position?

Explain next step and thank them for coming

Make your notes or mark your score chart straight after the interview (be objective by scoring not subjective by comparing people on like/dislike)

## POPULAR INTERVIEW QUESTIONS

### GENERAL

What interests you about our vacancy?

Why are you changing jobs?

What do you think you have to offer us?

What makes you think you would be good at this job?

How do you spend your free time?

What motivates you?

What de-motivates you?

Describe your ideal working environment

What do you like/dislike about your current position?

Describe your ideal Manager

Describe the person with whom you have most enjoyed working with

How would your boss describe you?

How would your friends describe you?

What are your strengths and weaknesses?

What have you achieved, work or personal, that you are proud of?

When are you available for work?

Have you any holidays planned in the next three months?

What are your salary expectations?

What would be the most important thing about your next job?

## CUSTOMER SERVICE

What does customer service mean to you?

Describe the most difficult customer service situation, and how you dealt with it

What special recognition/awards have you received at work?

Describe a situation where you've had to deal with a conflict between colleagues

## SALES

Describe your achievements to date (targets, awards etc.)

What targets and deadlines have you worked to?

Describe how you sell something

How have you overcome objections in the past?

How have you dealt with rejection in the past?

Think of some technical questions or questions relevant to your vacancy.